

FORMAL COMPLAINT
Second Amended
Illinois Commerce Complaint
527 East Capitol Avenue
Springfield Illinois 62794-9280

Regarding a complaint
By E. JEROME MALRY

For Commission Use Only:
Case 05-0793

against PEOPLES GAS LIGHT & COKE COMPANY

as to IMPROPER ACCOUNTING OF SERVICES
REQUEST FOR AN AUDIT AND INVESTIGATION
AND IMPROPER DISCONNECTION
(Reason for Complaint)

In CHICAGO, ILLINOIS

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS

My mailing address is 4346 North Clarendon Avenue, Garden Suite, Chicago, IL 60613-1576. This complaint addresses service being provided at 4220 South Michigan Avenue, located in Chicago Illinois.

My home telephone number is (773) 935-4425.

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at (773) 935-4425.

PEOPLES ENERGY (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section(s) of the law, Commission rule(s), which you think, are involved with your complaint.

- (1). 220 ILCS 5/8-101 DUTIES OF PUBLIC UTILITIES
- (2). 220 ILCS 5/8-302 METER READING
- (3). 220 ILCS 5/8-401 SAFE AND EFFICIENT SERVICE AND FACILITIES
- (4). 220 ILCS 5/8-102 AUDIT OR INVESTIGATION

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission ☒ Yes ☐ No

Has your complaint filed with that office been closed?

**STATEMENT OF COMPLAINT
AND
REQUEST FOR RELIEF**

A. Service at 4220 South Michigan Avenue PE# 4 5000 2355 6841

- 1. That on or about *July 24, 2003* a (*supplier charge*) appeared of \$13,786.01. Peoples Gas Light and Coke has not provided an explanation, justification for this charge. Please see copy of the bill from July 24, 2003.**
- 2. Peoples Gas Light and Coke has not provided an explanation, justification and or an outlined estimation for amounts in dispute.**
- 3. Peoples Gas Light and Coke has not provided an explanation and or justification for requesting payment in full of amounts in dispute.**
- 4. Peoples Gas Light and Coke has not provided an explanation and or justification for a statement on a bill dated 4/28/2004 regarding "cancel prior billing (3/22/2004 to 4/20/2004).**
- 5. Peoples Gas Light and Coke has not provided an explanation and or justification for late fees.**
- 6. That in September 2005, the gas was shut off at 4220 South Michigan. I received a statement from Peoples Gas on or about September 8, 2005, stating that they had in a separate account, a security deposit of 8,347.00, THIS DEPOSIT WAS to be credit to a cut-off situation.**
- 7. The Respondent however, sends a bill dated September 6, 2005, wrongly stating the amounts due.**
- 8. That I, did not have any indication of being charged a security deposit until receiving the bill dated September 6, 2005, and the acknowledgement letter of the Security deposit credit of September 8, 2005 (See attached)**
- 9. That the Respondent committed a injustice to me and the tenants whom occupy 4220 South Michigan. The gas service was disrupted over the Labor day holiday without justification.**
- 10. The Respondent had received more than enough monies to cover the indebt ness owe at the cut-off**

B. Request for Relief

- 11. Proof of actual meter readings and documentation of such. Pursuant to 220 ILCS 5/8-302 every public utility furnishing natural or artificial gas or electricity, where the individual consumption is measured by meter, shall upon written request of any consumer, provide documentation that the meter has been read and such a document shall provide the meter reading for the current reading, the last previous reading and the dates of the two readings.**
- 12. A formal audit or investigation. Pursuant to 220 ILCS 5/8-102 a public utility can be ordered to conduct an audit or investigation. Such an audit or investigation may examine the reasonableness, prudence, or efficiency of any aspect of the utility's operation, costs, management, decisions or functions that may affect utility service.**
- 13. Explanation, justification and or an outlined estimation of purported service charges charged to Mr. Malry.**
- 14. Explanation, justification, verification and detailed information regarding the accounting practices regarding the building located at 4220 South Michigan Avenue.**
- 15. Explanation justification why the service was cutoff on or about September, 2005.**
- 16. Explanation justification why the security deposit was not properly accounted for.**
- 17. Explanation justification why the Complainant was not notified that a security deposit was to be assessed to his account.**
- 18. Explanation justification why the Respondent should not be made to reimburse the Complainant for costs occurred because of the disruption which occurred to the tenants of 4220 South Michigan**

Bill Date	Account Number	Payment Due Date	Amount Due
07/24/2003	4 5000 2355 6841	08/08/2003	\$16,339.52

Name **Earl Jerome Malry**
Service Address **4220 S Michigan Ave Bldg**
Chicago IL 60653-3156
Service Classification **Rate 2 - Rider SVT - Heating**

Activity Since Last Bill

Previous Balance \$335.78
Thank You For Your Payment - \$335.78
Balance **\$0.00**

Delivery Charge

Customer Charge \$26.50
First 100 Therms \$34.107 x 100.00 Therms = \$34.11
Next 4900 Therms \$13.180 x 4,900.00 Therms = \$645.82
Over 5000 Therms \$0.7338 x 15,723.40 Therms = \$1,153.78
\$1,860.21

Environmental Charge \$0.0660 x 20,723.40 Therms = \$136.77

Taxes

State Tax \$1,996.98 x 0.10 % = \$2.00
Chicago Gas Use Tax \$0.14 x 20,723.40 Therms = \$290.13
Chicago Municipal Tax \$1,996.98 x 8.24 % = \$164.55
Gas Revenue Tax \$1,996.98 x 5.00 % = \$99.85
\$556.53

Total Current Charges \$2,553.51

Other Charges
Supplier Charges \$13,786.01
\$13,786.01

AMOUNT DUE \$16,339.52

Messages

To pay your gas bill by credit card, call 1-888-256-6445. A \$4.95 transaction fee per \$400 payment will apply.

To keep you informed, we introduce a new series in Energize!, "A Closer Look at Natural Gas and You", that over the next few months explains how you can prepare for higher natural gas prices. See the enclosed insert.

Peoples Gas
130 E Randolph Dr - Chicago IL 60601

Customer Inquiries 1-866-556-6001
Emergencies 1-866-556-6002
En Español 1-866-556-6003
TDD Line 1-866-556-6007

Current Usage

Billing Period From 06-18-03 To 07-21-03 33 days

Meter Reading

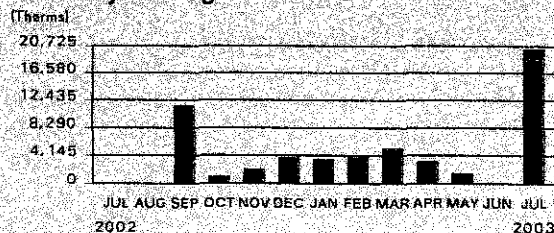
Meter Number P1919458
Current Actual 80369 07-21-03
Previous Estimate 59992 06-18-03
Difference 20377 1100 Cubic Feet

Therm Conversion

20377 x 1.017 BTU Factor = 20,723.40 Therms

Average Daily	Jul 2002	Jul 2003
Therms Used	10.85	627.98
Temperature	77 °F	72 °F

Summary of Usage in Therms



See back of bill for definitions of terms used on this bill.

Your service is provided by Peoples Gas, a subsidiary of Peoples Energy Corporation. "Peoples Energy" is a service mark and trade name licensed to Peoples Gas.

Please Pay By 08/08/2003
Please write your account number on your check.

If paid after 08/08/2003 \$16,376.69

Amount Due

\$16,339.52

Amount Enclosed

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Please do not write or stamp below this line.

434500023556841000090000163395200000





September 08, 2005

RE: 4-5000-2355-6841
4220 S Michigan Ave Bldg

|||||
EARL JEROME MALRY
C/O GARDEN SUITE
4346 N CLARENDON AVE
CHICAGO IL 60613-2687

Dear Customer:

Your residential account security deposit of \$8,347.00 was paid in full and assigned the following number 2. You will receive a refund with interest if your full monthly balance is paid on time for 12 consecutive months.

However, if your gas service is shut off due to non-payment, the security deposit will be applied to your account. If service is disconnected, reconnection is costly. It will require you to pay 100% of your gas bill, reconnection fees, and a new security deposit.

We want to work with you to manage your energy needs and maintain service year-round. We encourage you to make timely payments to prevent disconnection. Failure to pay your bill on time will adversely affect your credit rating as Peoples Energy reports payment histories to credit bureaus.

Sincerely,

Peoples Energy

